



Problem Resolution Report

CoSD Contract No. 554833
Clonetab and DIMSNet Solutions
Resource Units
Perspecta/CoSD 098

Peraton

Date: August 24, 2021

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

1. **Clonetab** - Clonetab's Cloning Automation Solution (CAS) is designed specifically to clone environments for Oracle software products, to reduce the amount of time and manual effort involved in getting another environment online.

The Parties intend to improve the performance of the existing Clonetab solution by replacing the virtual solution with a physical server to support the EBS non-prod performance needs for 6 non-prod databases.

2. **DIMSNet** - The DIMSNet application is very critical to the functioning of County of San Diego Register of Voters department, especially during election years, where high availability is required.

These DIMSNet production servers would support the County's voter registration and election management software in an active-passive failover servers that allows ROV to continue to service their County customers within the required RTO in the event of a disaster affecting the COC facility. During an actual disaster recovery, the DIMSNet application would utilize the servers at the ATT POP until the production servers in the County COC are restored.

Resolution:

1. A Clonetab Resource Unit (RU) Solution is added to the Agreement with a RU Fee of \$6,211.24, which includes a Physical Server Wintel – Small, together with approximately 53TB of raw attached storage.
2. A DIMSNet RU Solution is added to the Agreement with a RU Fee of \$15,369.32, which includes two Physical Server Wintel – Large and two Physical Server Wintel – Medium, together with approximately 175TB of raw attached storage.
3. Schedule 16.1., Exhibit 16.1.1 and 16.1.2 are amended to reflect the addition of the Clonetab Solution RU and DIMSNet Solution RU, as per Attachments 1 and 2 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



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All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _____

Name: John M. Pellegrino

Title: Director, Department of Purchasing
and Contracting

Effective
Date: _____

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: _____

Name: Max Pinna

Title: Manager, Contracts

Date: August 24, 2021

PRR 098 - Clonetab and DIMSNET RU - Attachment 1
Exhibit 15.1-1 - Resource Unit Price Summary

Resource Unit (RU)	Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volume (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Clonetab Solution	Schedule 4.3 - Section 6	Month	Fixed Monthly Fee Per Unit		Specific	12	\$ 6,211.24	\$ 74,534.88	n/a	n/a	n/a	n/a	n/a	n/a	4
DIMSNET Solution	Schedule 4.3 - Section 6	Month	Fixed Monthly Fee Per Unit		Specific	12	\$ 15,369.32	\$ 184,431.84	n/a	n/a	n/a	n/a	n/a	n/a	4

PRR 098 - Clonetab and DIMSNET RU - Attachment 2
Exhibit 16.1-2 - Resource Unit Price Decomposition

Clonetab Solution	Schedule 4.3 - Section 6	Month	Fixed Monthly		\$ 6,211.24	
				<i>Hardware</i>	\$ 263.32	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				<i>Hardware (Refresh Labor)</i>	\$ 18.81	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				<i>Storage</i>	\$ 5,270.83	Represents the storage costs necessary to implement the solution
				<i>Other Software License</i>	\$ 28.21	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				<i>Hardware Maintenance</i>	\$ 39.50	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				<i>Software Maintenance</i>	\$ 590.58	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
DIMSNET Solution	Schedule 4.3 - Section 6	Month	Fixed Monthly		\$ 15,369.32	
				<i>Hardware</i>	\$ 1,873.96	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				<i>Hardware (Refresh Labor)</i>	\$ 113.76	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				<i>Storage</i>	\$ 9,681.66	Represents the storage costs necessary to implement the solution
				<i>Other Software License</i>	\$ 170.62	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				<i>Hardware Maintenance</i>	\$ 281.10	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				<i>Software Maintenance</i>	\$ 3,248.22	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.